



Full Retail Contestability

A leading energy company providing energy related products and managing gas and electricity infrastructure across Australia and New Zealand partnered with Hubco when embarking on the move into Full Retail Contestability (FRC) markets. The customer had no prior experience with FRC, hence the supplier of choice needed to be an organization with the knowledge, skills and experience in this area to provide consulting expertise and develop and implement the IT solution.

Hubco brought the required FRC experience to the project, having been involved in FRC solutions a number of times previously. The customer requirement ultimately included the ability to trade in the FRC market according to the market rules, being able to generate service orders, receive meter data and support the process to win and lose customers. The customer was looking for a cost effective solution, with a minimum budget range and the ability to easily and cheaply expand the functionality later if required. This provided the customer with the ability to enter other contestable retail markets with minimum additional IT costs.

The solution included a webMethods gateway to enable the customers' systems to talk seamlessly to the market hub and a web-Methods-based Enterprise Message Bus to manage application integration. To satisfy the client's requirement to develop loosely coupled application components the systems that managed FRC functions - such as Service Orders, Transfers, Standing Data Updates and Wholesale Settlement - were developed using Java, rather than proprietary software. One of the biggest coups for the customer was that the entire system was built and implemented without having to make any enhancements to its CIS/billing system. This resulted in a several million dollar cost saving in its own right.

Hubco provided the Application Architect, Development Manager, developers and the industry expertise to complete the project. Throughout the project Hubco identified project and system issues, provided creative solutions and options which resulted in cost savings for the customer. Hubco delivered the project on time and on budget.

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